



CANNING COLLEGE POLICY

COMPLAINTS AND APPEALS POLICY

Canning College is committed to providing students with a supportive and inclusive learning environment. As part of this commitment, Canning College acknowledges that student complaints may arise from time to time. Canning College recognises that addressing student complaints in a respectful, timely and responsible manner, and at no cost to students; benefits everyone involved and contributes to the continuous improvement of the institute as a whole.

The information below provides a summary of Canning College Complaints and Appeals Policy for international students.

Principles

In handling student complaints and appeals, Canning College is guided by the following principles:

- 1. Access:** students may lodge a Complaint or Appeal with their Canning College, with active assistance about the process provided by the Canning College staff.
- 2. Transparency:** Canning College provides clear information about the Complaint and Appeals process to students.
- 3. Fairness:** the Complaints and Appeals process will be fair and impartial; and assessed on merit.

Confidentiality and Privacy: details of a Complaint or Appeal, will be known only to those involved in the resolution of the Complaint or the hearing of an Appeal. Information is handled according to privacy laws and other relevant legislation, and reported without identifying parties to the complaint and/or appeal.

- 4. Continuous improvement:** analysis of student Complaints and Appeals will contribute to the continuous improvement of Canning College policies and practices.

Process

The four key steps involved in addressing student complaints or appeals are as follows:

1. Informal Complaint

If a student has an issue related to their course of study, students should try and resolve the problem by speaking with a staff member at Canning College.

Note: Canning College acknowledges that there may be instances where this step is not appropriate or applicable, for example, if a student does not feel comfortable doing so.

2. Formal Complaint

If the issue cannot be resolved informally, the student should submit a formal complaint to Canning College or for investigation ([Appeal and Complaints Form](#)). A staff member at Canning College will assist the student as required.

Students will receive a written outcome of their complaint within 10 working days.

If students are not satisfied with the outcome they may lodge an internal appeal. How to lodge an internal appeal will be provided in the complaint outcome letter?

Note: If a complaint is submitted anonymously, an outcome cannot not be provided.

3. Access to Internal Appeal

If an internal appeal is lodged an independent panel will be convened and will review:

- > the original complaint;
- > supporting documentation and correspondence with the student in relation to the initial complaint;
- > the complaint outcome; and
- > any additional information from the student or the college as required.
- > There will be no cost to the student through the internal grievances and appeals process.
- > Until the complaints and appeals process is complete, Canning College will maintain the enrolment of the student and will not make any change in status through the international Student Management Systems(PRISM).

In some circumstances, the student may be asked to meet with the panel to discuss the complaint. Students may be accompanied by a support person of their choosing.

The internal appeal outcome will be provided in writing within 10 working days.

7. Access to External Appeal

If the student is not satisfied with the process or outcome of the internal appeal, the student can lodge an external appeal with the Ombudsman Western Australia:

If the matter proceeds to an external mediator or complaints body the student is responsible for ascertaining whether or not, he or she will incur charges at that stage. International students incur no charge for the Australian Government's Overseas Students Ombudsman service.

Ombudsman Western Australia
PO Box Z5386
St Georges Terrace PERTH
WA 6831

Or Email – mail@ombudsman.wa.gov.au

Please note that in reviewing the appeal, the Ombudsman of Western Australia will consider whether Canning College has followed its policies and procedures, rather than find that Canning College original decision should be overturned.

4. Privacy and Recordkeeping

Records will be stored in accordance with privacy legislation and Canning College Record Management Policy.

5. Outcomes and decisions

The outcome of student complaints and appeals are monitored to ensure completion of any resulting actions.

Analysis of student complaints and appeals shall contribute to the continuous improvement of Canning College policies and practices.

6. Timelines

Where possible, all complaints and appeals processes will commence within 10 working days and will be finalised the outcome as soon as practicable.

If this is not possible, students will be informed in writing as to the reason.